HOW TO READ MY BILL

The Summary Bill provides basic information about your monthly utility usage and other services.

The Summary Bill features:

- 1. One to two pages for the majority of residential and commercial customers;
- 2. A total charge for each utility service, including taxes;
- 3. Summary of additional charges;
- 4. Reading dates to and from for the billing period;
- 5. Energy use comparison chart This chart can help your conservation efforts by showing how much energy you used during the current month compared to the past 12 months. Historical consumption charts for electric, gas or water services.

Section 1 - This section outlines basic information for your current bill and how to contact us:

	June	2015			
Account Number::			123456-	789111	HI LANGE COM
Click2Gov (C2G) PIN#:			1234:	67890	
Customer Name:			JOHN A I	OE	LEESBURG
Service Address:			123 W MAIN S	Γ#201.	EST. 1857
					Customer Service/Utility Billing: (352) 728-9800
Bill Date: 6/29/15		Due Date:	7/20/2015		To Pay Bill: (352) 728-9810 8:00 a.m 4:30 p.m. Monday-Friday
Last Bill Amount	\$85.55				www.leesburgflorida.gov After Hour Utility Emergencies: (352) 728-9830
Payments, Thank You	\$91.55				OFF CYCLE BILL
					03-84

- 1. **Billing Month.** The month in which your bill is processed;
- 2. **Account Number**. Please refer to this number when contacting us, paying online or using our automated payment line;
- 3. **Click2Gov PIN** online billing review and payment processing. Allows utility customer to view account details, payment history and make secure online payments;
- 4. Service Address. Location in which utilities are provided;
- 5. Bill Date. Date the bill is processed;
- 6. **Due Date**. Date this bill is due;
- 7. Last Bill Amount. This is the amount you owed as of your last bill;
- 8. **Payments** Last Payment Amount as of billing date. You may verify the most recent payment and current balance through our automated telephone system at 352-728-9810 by using your account number located on your utility bill or telephone number. Visit www.leesburgflorida.gov our online website and login to your account to see your last payment;
- 9. **To Pay Bill** using automated service, dial 352-728-9810. You will need your account number located on your utility bill or telephone number. Please have your credit/debit card information readily available.

<u>Section 2</u> - This section summarizes utility usage and charges as well as other billed services. The City of Leesburg combines all of your applicable services into one convenient bill:

	Days	Meter#	Mult	Units	Current Reading	Previous Reading	Consumption	Rate	Charge
	Zujo	EL54688568	1.0	KWH	6433.00	5881.00	552.00	2000	· · · · · · · · · · · · · · · · · · ·
ELECTRIC CUSTOMER CHARGE	32								\$13.18
BASE SALES							552.00	.094613	\$52.23
BULK POWER COST RES								.032000	\$17.66
TOTAL ELECTRIC CHARG	ES FOR	4/20/2015 - 5/22/20	15						\$83.07
		GA03462	1.0	CUFT	5984.00	5983.00	1.07		
GAS CUSTOMER CHARGE	32								\$8.43
DELIVERY CHARGE								.541402	\$0.58
FUEL ADJ CHG NONTAX								.340000	\$0.36
FUEL ADJ CHG TAXABLE								.069065	\$0.07
		*GAS CON	SUMPTION	= READING I	DIFFERENCE M	ULTIPLIED BY	1.07		
TOTAL GAS CHARGES FOR	R 4/20/201	15 - 5/22/2015							\$9.44
SEWER RS - SEWER									\$24.34
TOTAL SEWER CHARGES									\$24.34
REFUSE GARBAGE RESIDENTIAL ROLL-OUT									\$18.27
TOTAL REFUSE GARBAGE	CHARGI	ES							\$18.27
STORM WATER RS - STORM WATER									\$3.52
TOTAL STORM WATER CH	ARGES								\$3.52
WATER WATER CUSTOMER CHG									\$9.10
			*1 F	ICFT EQUAL	S 748 GALLONS				
TOTAL WATER CHARGES	FOR 4/20	/2015 - 5/22/2015							\$9.10
		ADDIT	IONAL CH	ARGE(S) CON	NTINUED ON NI	EXT PAGE(S)			

	Days	Meter#	Mult	Units	Current Reading	Previous Reading	Consumption	Rate	Charge
BASE SALES 5-8	Days	Nietei #	Muit	Cints	Keauing	Keauing	2.00	1.184350	\$2.37
			*1 H	ICFT EQUAL	S 748 GALLONS	S			
TOTAL WATER CHARGES	FOR 6/10/	2015 - 6/25/2015							\$10.46
	FLORIDA	A GROSS RECEI	PTS						\$0.24
	LEESBU	RG PUBLIC SER	VICE TAX						\$2.15
TOTAL TAX CHARGES									\$2.39
TOTAL CURRENT AMOUN	T Se	rvice is Subject	to INTERRU	PTION ten(10) Calendar days	from this date	: 7/22/2015		\$54.01
BALANCE FORWARD									\$0.00
TOTAL AMOUNT DUE									\$54.01
	CHAI	RGES LISTED A	BOVE INCL	UDE CHARG	E(S) ON PREVI	OUS PAGE(S))		
If you dispute this bill please contact person the City may select for purpos							request, to meet with a su	pervisor [or some othe	r designated

- 1. **Description of service**. Short description of each service billed;
- 2. **Days** Number of days of reading for metered services. The number of days in a billing period may fluctuate due to weekends, holidays or changes in the date we read your meter. This may cause the total bill to vary even when the usage per day remains the same;
- 3. Meter # if applicable. Meter # matches each meter located at this service address;
- 4. **Units** type of unit water or irrigation meter is calculated;
- 5. **Current Reading** for this billing period;
- 6. **Previous reading** from prior period;
- 7. **Consumption** total consumption used for billing period. You may check this by reading your own meter. The reading you take will include any consumption you have used since we read your meter;
- 8. Rate listed for each service;
- 9. **Charge** total charge for each service;
- 10. Reading dates to and from for the billing period if metered service;
- 11. **Total of current monthly charges**. This is the amount you owe for services already used plus any additional charges you may have incurred during the billing period (such as service charges, deposits, late payment charges, etc.). Please remit payment by the due date. Also consider

having your bills paid automatically through Auto Pay, see our website for information on how to enroll;

- 12. **Balance forward,** if applicable. This is the balance owed before new charges; if you have a previous balance on the account, please pay it immediately to avoid possible collection charges or other action. You may check your balance through our automated system by dialing 352-728-9810. Use your account number located on your utility bill or your telephone number to access the system;
- 13. **Total Amount Due**. This includes all previous and current charges owed on your account as of billing date.

For Residential Bills:

Service Customer Charge: This fixed, monthly charge covers some of the fixed costs associated with having metered service(s) such as electric, water or gas, including the cost of meters and meter reading, preparing and providing a bill, and other administrative costs. It is applicable whether or not consumption is used.

Single-phase Electric Service: A service consisting of two "hot" wires and a neutral. Most residential services are set up with single phase service (120/240 volts).

City Utility Tax: This charge is collected on behalf of a city, generally pursuant to a city ordinance. All taxes are remitted to the city requiring the tax for its use.

Under units you will find the following for the following services:

Base Sales: Amount of consumption multiplied by the respective rate.

Electric: Kilowatt-hours (kwh): A measure of energy that is equal to the

amount of work done by 1,000 watts for one hour. Consumers are

charged for electricity in cents per kilowatt-hour.

Bulk Power Cost: Adjusted based on costs to purchase power. Rate may change

monthly. This is calculated on total electric consumption.

Water: HCFT: One (1) Hundred Cubic Feet (HCF) is equal to 748 gallons.

TGAL: Equals 1,000 gallons

For Commercial Bills:

Service Customer Charge: This fixed, monthly charge covers some of the fixed costs associated with having metered service(s) such as electric, water or gas, including the cost of meters and meter reading, preparing and providing a bill, and other administrative costs. It is applicable whether or not consumption is used.

Under units you will find the following for the following services:

Base Sales: Amount of consumption multiplied by the respective rate.

Electric: Kilowatt-hours (kwh): A measure of energy that is equal to the

amount of work done by 1,000 watts for one hour. Consumers are

charged for electricity in cents per kilowatt-hour.

Bulk Power Cost: Adjusted based on costs to purchase power. Rate may change

monthly. This is calculated on total electric consumption.

Demand: Kilowatts (kw): Current meter demand read times meter multiplier

equals the kilowatt demand reading for the billing period. High demand is usually associated with equipment start-up, which requires higher

energy use than routine operations.

Water: HCFT: One (1) Hundred Cubic Feet (HCF) is equal to 748 gallons.

TGAL: Equals 1,000 gallons

Single-phase Electric Service: A service consisting of two "hot" wires and a neutral. Most residential services are set up with single phase service (120/240 volts).

Three-phase Electric Service: A service consisting of three "hot" wires and a neutral. Three-phase service can be many different voltages (for example: 120/208, 277/480 or higher primary voltages) and is most often used for commercial and industrial customers.

City Utility Tax: This charge is collected on behalf of a city, generally pursuant to a city ordinance. All taxes are remitted to the city requiring the tax for its use.

Section 3 - Message Center of Important Information about services or community events

Message Center

Balance is due when rendered. To avoid 5% penalty, please pay this bill on or before due date. VERY IMPORTANT! Our Interactive Voice Response System is available to balance is due with reductive. Our may check your account balance, payment history, pay your bill and other options are available. A convenience fee of \$5.00 is charged to use this method of payment. You are able to view the City of Leesburg water quality report on-line at: www.leesburgflorida.gov/ccr. This report contains important information about the source and quality of your drinking water. Please contact Water Treatment at (352) 728-9835 if you have any questions or concerns. Help keep sewer lines free of blockages. Please do not flush disposable wipes down the toilet, place in trash can y Such items will cause blockages in sewer lines.

Section 4 -Payment Stub

June 2015 Account Number: Balance Forward: \$91.55 CR Total Current Amount Due by: 7/20/2015 Service is Subject to INTERRUPTION ten(10) Calendar days from this date: 7/20/2015 Total Amount Due Amount Enclosed 000 150630000010000 0 1

> JOHN A DOE 23 W MAIN ST #201 LEESBURG FL 34748-5172

Check box if there is a change of Mailing Address/Phone Number or to sign up for our Automatic Payment Plan. Indicate on reverse side of coupon



Pay to the Order of: նուիվյանը հոլունիցիցիի հիմնումիցիվյումինի

CITY OF LEESBURG P O Box 491286 LEESBURG, FL 34749-1286

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You may use your payment stub in various ways to make a payment. You may mail, make in-person, or go on line at www.leesburgflorida.gov to make your payments or call using our automated service line at 352-728-9810.

The payment stub indicates the following:

- 1. Account Number;
- 2. Balance Forward If the balance forward shows a balance owed, this may be an indication of disconnection of services for nonpayment. Please contact our customer service representatives immediately to avoid any delay in continued services to you;
- 3. Total current amount due by date. Due as of date specified;
- 4. Service is Subject to Interruption 10 calendar days from the due date specified, if account balance is still owed, services may be disconnected for non-payment;
- 5. Pay to the Order of: Mail payments or correspondence;
- 6. You may receive your bills electronically by signing up for E-bill or Auto-pay services by going online at www.leesburflorida.gov to enroll or contact a customer service.